

Night Guest Services/Security (Full Time, Part Time)

Position Summary: Guest Services 30%, Security 25%, Janitorial 40%, Other 5%. Under minimal supervision from Management and/or Duty Manager, will provide Guest Service, Security, and Janitorial duties for the resort after hours.

Duties and Responsibilities:

GUEST SERVICES:

Responding to guests needs while on duty. Including answering telephones inquiries, both in-house and calls from outside, guest requests for housekeeping items such as pillows, etc. Assist with Front Desk functions at the beginning and end of shift, including late check-ins and early checkout requests and some accounting report preparation. Delivery of late arriving guest's meals, as well as early morning requests and deliveries such as Golfer's Breakfasts, etc. Shuttle Service as required. Responding to Guest Emergencies with assistance of Night Manager on Call when required.

SECURITY

Security Check of Inn and Cottage areas, on foot and by vehicle. Check includes security lock up and morning unlocking of access doors, turning on and off specific lighting and heating requirements, check of all outbuildings and parking areas. Coordinates with evening and morning front desk staff the pass on of guest/group information, special requests and/or deliveries, and other instructions.

JANITORIAL

Involves cleaning of specific front of the house areas. Utilizing vacuum, duster, and mop. Assists with other cleaning during slow periods as assigned.

OTHER

Responding to other duties as assigned by the Resort Manager, Duty Manager, and the Housekeeping Supervisor

Job Requirements:

- Valid "G" driver's license and Clean Driver's Abstract
- Police Criminal Records Check
- Minimum Grade 12; Good verbal and written communication
- CPR / First Aid Certification an asset
- Knowledge of AV and computer equipment set up an asset
- Ability to lift 50 lbs, and to be on your feet or walking for long periods
- Ability to work in a fast-paced environment with minimal supervision.
- A congenial personality, patient and caring when dealing with guests and fellow staff
- Must be able to work inside and outside; must wear uniform and carry a communication device
- Able to work 10 pm to 7 am OR 9 am to 6 am - usually 4 nights on and 4 nights off but could change with business needs.
- Able to work weekends and statutory holidays